

# **PUBLIC NOTICE**

## **NOTICE TO BIDDERS Addendum #3**

The following corrections are listed, below, from the Request for Proposal for a Providing Inmate Telephone System for the Salem County Correctional Facility, which was advertised in the Today's Sunbeam on August 16, 2011.

**To: All bidders and potential bidders on Salem County RFP for Providing an Inmate Telephone System for the County of Salem.**

**From: Carol Wooten, Purchasing Agent**

**Re: Answers to Questions posed by Global Tel\*Link Corp.**

The following are responses to written questions submitted to Salem County in connection with the above-referenced RFP. To the extent the responses are inconsistent with the language in the RFP, the RFP should be considered amended as stated herein.

**1. Please clarify if this solicitation is a Request for Proposal or a Bid Invitation?**

As Stipulated on the Title Page of the RFP, this is a "Request For Proposal"

**2. Page 9, Section A16: What is the basis for Section A16 of the Request for Proposal/Bid providing for the possibility of multiple county use of the inmate telephone system contract? Is Salem County the lead agency for an approved joint purchasing system and/or joint agreement for the provision and performance of goods and services and/or any other joint arrangement involving multiple counties authorized to procure inmate telephone systems? If not, please remove this specification.**

The County hereby removes this specification.

**3. Page 10, B1. - Experience: "... The Vendor MUST currently be serving at-least one (1) New Jersey Facility." This eliminates all companies except Securus and GTL from the competitive bidding process. Please remove this specification.**

The County has already agreed to waive the requirement that "The Vendor MUST currently be serving at-least one (1) New Jersey Facility." While this requirement is being waived in the interest of fair competitive bidding, the County reserves the right to consider Companies with established experience in the State of New Jersey an added advantage during the evaluation process.

**4. It is our understanding that the JMS portion of this solicitation is allowed to be subcontracted. Please confirm if this is the only equipment portion that is permitted to be subcontracted.**

There is no language in the RFP that would preclude any part of this RFP, other than the Inmate Telephone System from being subcontracted.

**5. Page 11- B7 - Item 15 – Inmate Voice Biometric required.**

**a. Is this a mandatory requirement?**

The referenced bid states "The proposed system should offer inmate voice biometric technology and associated reporting, that validates the inmates identity based on the inmate PIN, prior to connecting the call." The word "should" implies that it would be in the best interest of the vendor to provide, but it is not mandatory.

**b. Will the County allow vendors to charge a Biometric fee if this feature is used? Note most vendors do NOT charge extra fees for this feature.**

No; no fee will be allowed for minimum compliance with these bid specifications.

**c. Does biometric identification also apply to PIN's at the beginning of the visitation call?**

Yes; the same technology "should" apply to PIN's at the beginning of visitation calls.

**6. Page 10 – B6 - PINS – Currently the facility makes use of a PAN (Personal Allowed Numbers) list for inmates for debit calling only. Collect calling does not make use of a PAN list. Does the facility wish to continue this practice?**

**Correction:** The Facility currently makes use of a Personal Allowed Number List for both Collect and Debit Calls. The Correctional Facility intends to continue its current practices.

**7. Page 11, B7 - Item 16. Call Forwarding Validation – please confirm that the facility is looking to be able to detect the forwarding of a call once the call has been accepted by the called party.**

As discussed at the Pre-Bid Conference, the Correctional Facility is requiring that the inmate telephone system be capable of either detecting a real-time validation of calls and/or disconnection of calls forwarded once the call has been accepted by the initial called party.

**8. Page 13, section B13:**

**a. Item 4 - Please define the business driver that requires that a vendor perform all repair work with in-house employees.**

Best business practices dictate that a vendor provides its own maintenance and repair with in-house personnel. The direct response from the provider ensures system familiarity, equipment location knowledge, security procedure compliance and adherence to the rules and regulations employed at the Correctional Facility. Additionally, the required security background checks performed on a specific vendor's maintenance employees is favorable over a third party company that dispatches repairman as needed.

**b. Item 4 – If a subcontractor solely exists to service a vendor's phone platforms is this acceptable?**

For the reasons specified in the business driver under a. above, a vendor with in-house maintenance personnel shall be considered preferred; however, a third party maintenance contractor may be considered as long as the subcontractor solely exists to service the vendor's phone platforms.

**c. Item 4 - Please be advised that this specification excludes prospective bidders by reason of the impossibility of performance or qualification, such that only a limited number of bidders can satisfy its requirements. The County should remove this mandatory requirement as there are**

reasonable alternatives, such as the use of qualified subcontractors that can satisfy the County's needs without excluding bidders.

The County has agreed to consider subcontractors for the purpose of maintenance and repair of a vendor's telephone platforms.

**d. To completely evaluate a company's service and maintenance capabilities, we believe that the County should require a company's Service and Maintenance experience in NJ since it is already requesting New Jersey references; we respectfully request that the County amend the solicitation to include the request this information.**

The County has already agreed to waive the New Jersey experience requirement in accordance with vendor concerns stated prior to the pre-bid conference.

**e. To completely evaluate a company's service and maintenance capabilities, we believe that service footprint should be submitted as part of this response. A service footprint would show all available service personnel within a four hour drive from the facility. We respectfully request that the County amend the solicitation to include request this information.**

While a service footprint may be important to some vendors, the County believes that adherence to and compliance with the RFP specifications; explicitly listed under B13. Service & Maintenance, will be adequate and sufficient to meet the County's requirements.

**9. Page 14, Section B16, items 5 & 7. Please be advised that this specification excludes prospective bidders by reason of the impossibility of performance or qualification, such that only one bidder, Securus Technologies Inc. and its affiliates can satisfy its requirements. The County should remove this mandatory requirement as there are reasonable alternatives that can satisfy the County's needs without excluding all but one bidder. If this unique feature is essential to the County's inmate telephone system, please identify the County resolution or other authority authorizing its inclusion in the RFP/bid specifications.**

This question relates to two features which will be addressed separately:

Section B16 (5): This feature will be considered advantageous but not mandatory; calls made under this feature will be considered commission calls.

Section B16(7): This feature will be considered advantageous but not mandatory.

**10. Page 14, Section B16, item 5 & 7. Please confirm that bidder MUST pay the same commission percentage to the County on all inmate completed calls that generate revenue for the vendor regardless of call type. E.g. promotional calls, text to cell calls, one time pay calls, etc...**

Confirmed..

**11. Page 14, Section B17, item 9. Based upon this statement, please confirm that subcontractors are allowed and not negatively evaluated by the County. Also should this specification also be reflected in section B13 and B14?**

See Response to Question No. 8(c).

**12. Page 15: Section B19. Is this section the same item as found in the JMS/ATIS portion? One of these sections should be removed.**

In order to appease a concerned vendor "B19. Automated Information" should be relocated to "D. Jail Management System / Automated Telephone Information System"

**13. Page 16: Section C2:**

**a. Should Item 9 be moved to C1?**

In order to appease a concerned vendor "C2. Commission Structure" # 9 should be relocated to "C1. Fees, Rates & Commission" # 9.

**b. Does Commission Revenue from inmate phones go to the Sheriff Office, Inmate Welfare Fund or to the County General Fund?**

The County considers this information unnecessary for any vendor to submit its response for the RFP.

**14. Page 15: Section B18: Visitation Phone Monitoring and Recording:**

**a. Please clarify if these specifications are for onsite Visitation booths not video visitation monitoring systems (e.g. thru the glass visitation) and the County is only seeking to update phones and record conversations.**

These specifications are for onsite Visitation booths (e.g. thru the glass visitation) and the County is seeking to install telephones and record conversations.

**b. If the facility is looking for the recording of onsite face to face (through the glass) visits please answer the following:**

**i. Please clarify the number of booths to be converted to recording through the inmate telephone system?**

A total of fifteen (15) booths will need to be upgraded.

**ii. Please clarify the number of telephone needed on the visitor side of the glass?**

As previously stated, a total of fifteen (15) booths will need to have phones added to both sides.

**iii. Please provide the number of booths that will connect back to each IDF closet as mentioned during the facility walkthrough?**

Six (6) To A-Wing IDF  
Eight (8) To B-Wing IDF  
One (1) To C-Wing IDF

**iv. Please confirm that existing wiring pairs will be available from each IDF to the main inmate telephone room?**

The successful Vendor shall be responsible for all wiring from the Visiting Booths to the recording equipment in the main communication room. There are no existing wiring pairs currently available for use with respect to this RFP.

**v. Please confirm the type of conduit that will be needed within the room, ENT or ridged conduit?**

The County requires rigid conduit for this project.

**vi. Please confirm if plenum or non-plenum cable must be used?**

Plenum cable is required.

**vii. Please confirm the visitation hours at the facility?**

Visitation is offered twelve (12) hours per day, from 7:00 a.m. to 11:00 p.m.

**viii. Please provide the total number of visitation hours that one would expect during an average week? i.e. 5 booths used 30 hours a week equates to 150 hours of visitation per week?**

Fourteen (14) Booths used twelve (12) hours per day, six (6) days per week equals a maximum of 1008 hours per week.

**ix. Does the County wish the visitation booths to be controlled by automatic on/off system timers?**

An automatically controlled on/off system timer would be considered advantageous, but is not required in the RFP specifications.

**x. Does the County wish cut-off switches installed for the visitation phones?**

Cut-Off switches for the visitation phones are not stipulated or required in the RFP specifications.

**15. Page 16: Fees, Rates and Commissions:**

**a. Item 2 - The NJ PUC no longer governs inmate rates as such will the County provide guidance to what rates the Correctional facility is seeking for "all" call types? In other words, does the County with the same rates that currently exist, higher rates or lower rates? Currently under the State Contract, Counties have the option for multiple rate/commission Options.**

The County considers this information unnecessary for any vendor to submit its response for this RFP.

**b. This section does not require that the vendors provide a rate chart by inmate call type e.g. local, intralata, interlata and interstate by surcharge and by per minute of use? Please amend the solicitation to require surcharge and per minute cost by call type.**

The County considers this information unnecessary for any vendor to submit its response for this RFP.

**c. Does the Correctional facility want to allow international inmate calling?**

Yes.

**d. To accurately and fairly evaluate fees that may be encountered by the taxpayers of Salem County, in addition to the normal call surcharge and per minute costs, the County should request that all submitting vendors detail ALL fees that could be charged by the vendor, sub-contractor or any other entity in the performance of this contract.**

This is not a question; therefore, no response is deemed necessary.

**e. Will the County confirm that the all vendors MUST apply the same commission % to ALL completed calls? Including promotional calls?**

See response to No. 10.

**f. Will the County allow a bidder to submit multiple Rate/Commission options to select from?**

No; the vendor must provide a single rate, or a single set of rates and a single Commission Rate.

**g. Since fees are not commissionable, what safe guards will the County utilize to control vendor fees?**

No fees, surcharges or taxes shall be permitted other than required local, State and Federal Taxes.

**h. Will the County require bidders to conform to charging only the required Taxes on each call type for Local, State and Federal taxes and NOT over tax calls?**

No taxes shall be permitted other than required local, State and Federal Taxes.

**16. JMS/ATIS:**

**a. Specification D1 – Who is responsible for the ongoing annual JMS Maintenance and Support Fees?**

The successful vendor is responsible for ongoing JMS Maintenance and Support Fees for the duration of the contract.

**b. Is the Vendor permitted to quote those maintenance and support fees for payment by the County?**

This point is moot; the County will not be responsible for any maintenance and support fees for any part or function appearing in this RFP.

**17. Page 28, D11 - Kiosk Payment System/Internet banking:**

**a. To ensure that the taxpayer of Salem County are not gouged by high transactions fees, we respectfully request that the County mandate that all submitting vendor supply any and fees that may be charged by the vendor or subcontractor in the performance of this requested functionality.**

No objection to this request. Responding vendors shall be required to supply any and all fees that may be charged by the vendor or subcontractor in the performance of this requested functionality.

**b. Is it the intent of the County to mandate that the kiosk and internet banking vendor be the same as the prime contractor or JMS provider?**

The County considers this information unnecessary for any vendor to submit its response for this RFP.

**c. What fee caps or structures is the County seeking on kiosks and internet deposits?**

The County considers this information unnecessary for any vendor to submit its response for this RFP.

**18. Who is your current Commissary provider? And will that change in near future?**

The current commissary vender is Keefe Commissary Network, Keefe Group. The RFP for Inmate Commissary at the Correctional Facility is currently in the evaluation process; consequently, the potential for change does exist at this time.

**19. Will the successful vendor be required to continue to provide the public payphone mentioned within the solicitation. If so, is it subject to the same commission rate as the proposed commission rate or should it be a separate commission offering?**

There is no requirement in the RFP to provide two (2) Public (Coin Operated) telephones at the Correctional Facility.

**20. Page 15, section B19: is this the same system as described in the ATIS portion? If yes can you remove?**

In order to appease a concerned vendor "B19. Automated Information" should be modified as follows:

***B19. Automated Information***

1. In addition to meeting all above requirements bidder must provide an Automated Telephone Information System (ATIS). The ATIS must allow Inmates from inside the facility or people from outside the facility to access inmate information over the phone through voice prompts without having to speak with personnel. ATIS must be able to provide, at minimum, the following information:
  - a) Charges
  - b) Bond Amounts and Types
  - c) Court Dates, Times, and Locations
  - d) Projected Release Dates
  - e) General Facility Information including facility location, directions, hours, mailing policies, visitation policies, money deposit policies
  - f) Transfers of callers requiring personal assistance to facility staff members
  - g) Touchtone Interface
  - h) Speech Recognition Interface
  - i) Text-to-Speech playback of inmate names
  - j) Spanish Interface
  - k) Commissary Balances
2. Bidder must submit documentation outlining their ATIS system, which must include the following:
  - a) The Porting of an existing Jail telephone number to the ATIS provider.
  - b) Inmate access to this system via a unique Jail identifier and PIN #.
  - c) 24/7 inmate and public access to this system.

- d) Data requirements and System integration.
  - e) Security procedures.
  - f) Call volume / usage reports.
  - g) Customer Service and Support coverage
3. The proposed system must offer an Interactive Voice Response (IVR) solution. This IVR must provide inmates and outside callers with the ability to access inmate specific and general facility information over the phone. Inmates must be able to access the system by dialing a speed dial on any designated inmate phone, while outside callers access the system by dialing the main facility telephone number. The system must have a hosted architecture and use the existing telephones. Please describe your solution including the cost implications.
  4. The IVR must be available with an English and Spanish interface and must also have touch tone and speech recognition capabilities.
  5. The IVR must be available 24 hours a day.
  6. During the call, outside callers must have the option to transfer to a customer service center for further assistance.
  7. Information that must be available to inmates must include but not be limited to the following: inmate charges, inmate court dates, visitation eligibility, bond amount
  8. Information that must be available to outside callers must include, but not be limited to, the following: facility address and direction, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, inmate bond amount,
  9. In addition, the IVR solution must be currently deployed to at least five (5) correctional facilities that are willing to provide written references.
  10. The system must provide the ability to have trust account funding and prepaid phone account creation and funding.

**21. Can the County award this contract to a vendor if they receive only one response to this RFP/Bid?**

This is a legal question and not necessary for any vendor in order to submit its RFP.

**22. Page 28, Section D11 Kiosk. Should the bottom portion of this specification be broken out into D12 Debit Release Cards?**

In order to appease a concerned vendor "D11. Kiosk Payment System" should be modified as follows:

***D11. Kiosk Payment System***

The Vendor must supply an end-to-end payment solution for the correctional facility.

Vendor must supply a Kiosk to allow funds to be deposited onto inmate accounts and into a pre-paid inmate telephone call solution. The kiosk is to be located in the correctional facility lobby in order to provide easy public access.

Payment types must include cash (bills) or credit card for in-person deposits at the kiosk and credit card deposits for web based access via the internet. All kiosk transactions must be made and recorded in real-time.



Vendor may provide additional kiosk solutions that are not specified in this RFP. The Correctional Facility is open to new technology that facilitates inmate financial account management and/or saves time and effort of facility staff.

#### ***D12. Debit Card Release Solution***

Vendor must provide for an inmate “no cost” debit card release solution. The debit release card solution must include the following features and functions:

- a. No cost to the correctional facility
- b. Immediate use of funds by inmate
- c. No card issue fee and no fee for first point of sale transaction.
- d. Seamless integration with JMS system.
- e. Real-time withdraw of funds on inmate accounts.

**23. Since prepaid calling accounts for a tremendous volume at the Salem County Correctional Facility, does the County require bidders to explain how they will migrate existing prepaid customers from incumbent provider to their pre-paid account process?**

Best business practices dictate that upon transfer of Inmate Telephone Service, if any, a vendor holding prepayment funds for customers shall reimburse those customers for any and all funds not utilized prior to the change in service date. There is no need for a migration plan nor any responsibility on the part of the County to act on behalf of the inmates and/or customers affected. Customers should be reimbursed of outstanding funds with thirty (30) days of the change in service date.

**24. Does the County require bidders to explain how their proposed solution will allow the County to recover the inevitable loss of County commissions during the prepaid account transfer process in first couple months if incumbent is not chosen?**

The County does not anticipate any loss of County commissions during the prepaid account transfer process in first couple months, if incumbent is not chosen.

**25. Page 27, Section D8, item Vine INTERFACE: It is our understanding that in the State of New Jersey the ONLY permissible interface between the Counties and the VINE system is through the AOC. Please confirm this statements accuracy and remove the requirement accordingly.**

Confirmed; however, the successful vendor must be able to provide the VINE System interface through the Administrative Office of the Courts' County Corrections Information System Generic Interface when the interface becomes available.

**26. Page 27, Section D8, Interface:**

**a. Currently the County Correctional facility has an interface to facilitate “Commissary by Phone” ordering. Does the County still seek that function?**

The County is requiring the successful vendor to maintain the interface to facilitate “Commissary by Phone” to serve as a backup system in the event that the Commissary Kiosk System fails to operate for any reason.

**b. Currently the County Correctional facility has an interface to facilitate “Inmate Balance Check by Phone”. Does the County still seek that function?**

The County is requiring the successful vendor to maintain the interface to facilitate "Inmate Balance Check by Phone".

**27. Page 27, Section D9, item 1, 2 and 3. These hardware components appear to be specific to one vendor. Will the County allow equivalent hardware offerings and evaluate them equally? Otherwise please be advised that this specification excludes prospective bidders by reason of the impossibility of performance or qualification, such that only one bidder, Securus Technologies Inc. and its affiliates and exclusive subcontractor can satisfy its requirements. The County should remove this mandatory requirement as there are reasonable alternatives that can satisfy the County's needs without excluding all but one bidder. If this unique feature is essential to the County's inmate telephone system, please identify the County resolution or other authority authorizing its inclusion in the RFP/bid specifications.**

The specified hardware is not specific to any one vendor, however, the County will allow equivalent hardware of equal or better quality and said equivalent equipment shall be evaluated equally.

**28. This RFP was released approximately one week ago, and due within a very short time period. Standard industry practice for a solicitation time period for an Inmate Telephone solicitation without a JMS component is at least 30 days. Since this solicitation additionally contains a JMS component, we respectfully request a 30 day extension to the current due date to allow the County to fairly allow all responder to evaluate addendum, answer to questions and provide a comprehensive response.**

In accordance with Addendum # I, The Bid Opening Date was been extended until Thursday, September 8<sup>th</sup>, 2011 and again until September 22, 2011. No further extensions are anticipated at this time.

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